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ABSTRACT

This program guide identifies primary considerations in the organization, operation, and evaluation of a receptionist and communication systems operation program. An occupational description and program content are presented. A curriculum framework specifies the exact course title, course number, levels of instruction, major course content, laboratory activities, special notes, major course concepts, and intended outcomes. Student performance standards are a resource list of job-specific competencies. The next section includes facility design criteria, information on safety, and suggested equipment and supplies. The section on implementation considers student learning guides and student organization participation. A section on professional considerations lists certification coverage for receptionist and communication systems operation and professional organizations and support services. The final section lists the following instructional resources: sources of print and audiovisual materials and software, teacher-recommended materials, and Florida Educational Information Service services. A sample student learning guide is appended. A Career Merit Achievement Plan (Career MAP) displays the student performance standards required by the local education agency and documents students' level of achievement. (YLB)

ED359349

FLORIDA VOCATIONAL PROGRAM GUIDE FOR

RECEPTIONIST AND COMMUNICATION SYSTEMS OPERATION

CE 063 546

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FLORIDA VOCATIONAL PROGRAM GUIDE FOR

RECEPTIONIST AND COMMUNICATION SYSTEMS OPERATION

State of Florida
Department of Education
Tallahassee, Florida
Betty Castor, Commissioner
Affirmative action/equal opportunity employer

Division of Vocational, Adult, and Community Education
Bureau of Vocational Program and Staff Development

July 1991

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INTRODUCTION

The *Florida Vocational Program Guide for Receptionist and Communication Systems Operation* has been developed to provide information that will be useful to local administrators, regional coordinating councils, teachers, and others charged with the responsibility of offering vocational education training in Business Education in school districts, area vocational-technical centers, and community colleges. The final planning, implementation, and evaluation of any educational program, however, must be done within the context of local conditions and local needs.

Many of the elements involved in the creation and maintenance of a vocational education program are generic to all subject areas; these issues are addressed in detail in the *Florida Vocational Program Implementation Guide (FVPIG)*, **which should be considered an essential companion piece to this document.** The *FVPIG* contains information on the following:

- the importance of, as well as development strategies for, student learning guides
- information addressing concerns about program planning and implementation
- teacher requirements, updating, and certification
- program evaluation requirements
- in-depth program-component description

This *Florida Vocational Program Guide for Receptionist and Communication Systems Operation* will serve to identify particular considerations in the organization, operation, and evaluation of this specific vocational education program.

This program guide helps ensure equivalency. Receptionist and Communication Systems Operation programs, if implemented throughout Florida according to the criteria described in this document, will help many citizens fill important roles in our state and national work force.

PROGRAM CONTENT AND STRUCTURE

The content of the Receptionist and Communication Systems Operation program is based on occupational competencies and employability skills required for entry into general office occupations. The basic content of this program is described in the Florida Curriculum Framework and Student Performance Standards (SPSs).

The Receptionist and Communication Systems Operation program includes both classroom and practical learning experiences that provide students with career information and job requirements for receptionists, communication systems operators, switchboard operators, photocopy machine operators, reprographic assistants, telecommunications assistants, legal receptionists, medical receptionists, appointment clerks, and information assistants. It provides students with an initial exposure to the skills and attitudes associated with careers in related typing and typewriting-machine operator occupations in general, medical, and legal offices. The basic skills and attitudes related to these occupations are indicated as intended outcomes in the Curriculum Framework of this guide.

Job Title and Description

Receptionists (DOT 237.367-038) receive customers, clients, or patients at the establishment, determine their needs, and direct them to the proper person or location. They answer telephone requests, keep records of callers, make appointments, relay messages, and supply information. They perform related office work, such as filing, processing mail, keeping business records, and word processing or typewriting.

Curriculum Framework and Student Performance Standards

Program objectives and content should be consistent with the Vocational Education Program Course Standards as approved by the Florida State Board of Education. Provided on the following pages are the Curriculum Framework and Student Performance Standards for Receptionist and Communication Systems Operation courses as listed in the official *Vocational Education Program Courses Standards* document. Since these SPSs are updated annually, you should check with your district's business education supervisor and the regional program specialist about obtaining the current version.

CURRICULUM FRAMEWORK

PROGRAM AREA: Business

FLORIDA DEPARTMENT OF EDUCATION

EFFECTIVE DATE: July 1991

PROGRAM TITLE: Receptionist and Communication Systems Operation

CODE NUMBER: Secondary 8209100 Postsecondary OFT0020

Florida CIP 0507.070700

SECONDARY SCHOOL CREDITS 2 COLLEGE CREDITS __ POSTSECONDARY ADULT VOCATIONAL CREDITS X

APPLICABLE LEVEL(S): __7-9 X 9-12 __Postsecondary Adult Vocational

__ Postsecondary Vocational X Other 10-12, 30, 31

CERTIFICATION COVERAGE:

BUS ED @4 1 2 30, 31	BUS ED @4 1 2
VOE @7	VOE @7
TEACH CBE @7	TEACH CBE @7
CLERICAL ¢7	CLERICAL @7G
SECRETAR ¢7	SECRETAR @7G
STENOG @4	STENOG @4

I. **Major Concepts/Content.** The purpose of this program is to prepare students for employment as receptionists (237.367-038), communication systems operators, switchboard operators, photocopy machine operators, reprographic assistants, telecommunication assistants, legal receptionists, medical receptionists, appointment clerks, and information assistants or to provide supplemental training for persons previously or currently employed in these occupational areas.

The content prepares individuals to answer telephone and information requests; keep records of callers; make appointments; screen people to secure required data; relay incoming, outgoing, and interoffice calls; supply information; file materials; process mail; perform keyboarding/typewriting and reprographics

activities; and apply computer concepts. These activities may be performed in a general, legal, or medical office.

Listed below are the courses that comprise this program when offered at the secondary level:

8209010 Typewriting 1/Fundamentals
8209220 Office Procedures

II. **Laboratory/Clinical Activities.** Laboratory activities are an integral part of this program and include the use of automated keyboarding/typewriting systems and calculators.

III. **Special Note.** Concepts of American free enterprise are included in this program so that students may function effectively in the American free-enterprise economic system.

Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. When provided, these activities are considered an integral part of this instructional program.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following are required for each student: a training plan, signed by the student, teacher, and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a workstation that reflects equipment, skills, and tasks that are relevant to the occupation that the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Section 233.0695 F.S., the minimum basic skills grade levels required for this postsecondary adult vocational program are: Mathematics 8.0, Language 8.0. These grade-level numbers correspond to grade equivalent scores obtained on a state-designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643, F.S.

To be transferable statewide between institutions, this program/course must have been reviewed and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The typical length of this program for the average achieving student is 300 hours.

The particular outcomes and student performance standards that the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEPs. The job title for which the student is being trained must be designated in the IEP.

IV. **Intended Outcomes.** After successfully completing this program, the student will be able to:

01. Perform telephone activities.
02. Perform mathematical applications.
03. Perform keyboarding/typewriting activities.
04. Perform filing activities.
05. Perform business records activities.
06. Perform mail-handling activities.
07. Perform communication activities.
08. Develop human relations skills.
09. Develop appropriate grooming habits.
10. Perform job application activities.
11. Demonstrate a knowledge of information processing concepts.
12. Develop leadership skills.
13. Perform consumer economics activities.
14. Demonstrate a knowledge of reprographic activities.

STUDENT PERFORMANCE STANDARDS | EFFECTIVE DATE: July 1991

PROGRAM AREA: Business | SECONDARY NUMBER: 8209100

PROGRAM TITLE: Receptionist & Communication Systems Operation | POSTSECONDARY NUMBER: OFT0020

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.01 Identify telephone services and types of calls.
01.02 Locate telephone numbers and addresses.
01.03 Identify and demonstrate proper telephone image (voice, enunciation, vocabulary, diction, etc.).
01.04 Identify and demonstrate techniques of answering the telephone.
01.05 Identify and demonstrate techniques of giving and getting information.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify and demonstrate procedures for placing and maintaining calls on hold.
01.08 Identify and demonstrate procedures for handling disconnected calls.
01.09 Identify and demonstrate procedures for interrupting and terminating calls.
01.10 Identify and demonstrate procedures for recording and relaying accurate messages.
01.11 Identify and demonstrate procedures for transferring calls.
01.12 Identify and demonstrate procedures for placing calls, including utilizing time zones.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems.
02.02 Apply mathematical skills and concepts in solving problems related to the design, format, and tabulation of business documents.
02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute and analyze payroll data to include the calculation of gross pay (hourly and commissions), FICA, and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast, and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

03.01 Demonstrate keyboarding/typewriting techniques.
03.02 Identify operative parts of keyboarding equipment.
03.03 Identify formatting principles.
03.04 Demonstrate speed and accuracy in typing straight-copy material.
03.05 Type business letters and envelopes.
03.06 Type interoffice memoranda.
03.07 Type tabulated information.
03.08 Type different sizes of cards.
03.09 Type a memorandum to multiple recipients and address interoffice envelopes.
03.10 Type business letters with enumerated items.
03.11 Type multicopy preprinted business forms.
03.12 Type material from handwritten copy.
03.13 Type labels.
03.14 Type a two-page letter.
03.15 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

04.01 Index, code, sort, and file materials alphabetically.
04.02 Define the different filing methods: alphabetic, geographic, subject, and numeric.
04.03 Cross-reference correspondence.
04.04 Identify types of filing supplies, equipment, and procedures.
04.05 Identify records management terminology.
04.06 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.
04.07 Retrieve materials from files.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using restrictive endorsements.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare bank reconciliations.
05.05 Prepare purchase requisitions.
05.06 Prepare purchase orders.
05.07 Prepare invoices.
05.08 Prepare sales slips.
05.09 Maintain petty cash records.
05.10 Prepare payroll records.

06.0 PERFORM MAIL-HANDLING ACTIVITIES--The student will be able to:

06.01 Classify mail.

06.02 Locate ZIP codes.
06.03 Identify special mail services.
06.04 Process mail.
06.05 Identify alternative courier and electronic mail services.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret, and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.
07.05 Compose and type business correspondence and related documents.
07.06 Participate in a group discussion.
07.07 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Demonstrate appropriate work habits.
08.02 Identify traits that promote good human relations and increase job performance.

09.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

09.01 Identify appropriate attire and grooming for a business office.

10.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

10.01 Complete employment forms.
10.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
10.03 Compose and type a letter of application and a resume.
10.04 Demonstrate job interview skills.
10.05 Compose and type a letter requesting a reference.
10.06 Compose and type a letter of follow-up.
10.07 Identify sources of employment opportunities.
10.08 Identify methods of securing an employment reference.
10.09 Compose and type a letter of resignation.

11.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

11.01 List major programming languages used in business data processing.
11.02 Locate requested information on a computer printout.
11.03 Identify applications of computers in business.
11.04 Identify terms commonly used in information processing.
11.05 Identify the major components of an automated office system.

11.06 Manually correct errors on a computer printout.
11.07 Verify the totals on a computer printout.
11.08 Identify applications of magnetic storage.
11.09 Interpret instructions on a work requisition.
11.10 Identify the advantages of processing documents on automated equipment.
11.11 Identify the major skills necessary for automated office occupations.

12.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

12.01 Choose appropriate action in a situation requiring application of business ethics.
12.02 Identify basic principles of parliamentary procedure.
12.03 Greet and introduce individuals.

13.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

13.01 Identify basic concepts of the American economic system.
13.02 Identify advantages and disadvantages of consumer credit.
13.03 Identify types and sources of consumer credit.
13.04 Identify services performed by consumer information sources.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on the best reprographic method.
14.03 Identify terms used in reprographics.
14.04 Identify characteristics of paper.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July 1991

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Receptionist & Communication Systems Operation PROGRAM NUMBER: 8209100

COURSE TITLE: Typewriting 1/ Fundamentals COURSE NUMBER: 8209010

COURSE DESCRIPTION:

This course is designed to provide instruction generic to all business and office occupations offerings, including: typewriting, math, communication, business records, telephone procedures, human relations, mail-handling, consumer economics, grooming, and job application procedures.

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

- 01.01 Identify telephone services and types of calls.
- 01.02 Locate telephone numbers and addresses.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

- 02.01 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems.
- 02.02 Apply mathematical skills and concepts in solving problems related to the design, format, and tabulation of business documents.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Identify operative parts of keyboarding equipment.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in typing straight-copy material.
- 03.05 Type business letters and envelopes.
- 03.06 Type interoffice memoranda.
- 03.07 Type tabulated information.
- 03.08 Type different sizes of cards.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

- 04.01 Index, code, sort, and file materials alphabetically.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

05.01 Prepare checks and stubs.
05.02 Endorse checks using special endorsement.
05.03 Prepare a deposit slip and adjust checkbook.
05.04 Prepare bank reconciliations.

06.0 PERFORM MAIL-HANDLING ACTIVITIES--The student will be able to:

06.01 Classify mail.
06.02 Locate ZIP codes.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

07.01 Locate, interpret, and record information retrieved from written resources.
07.02 Proofread and edit documents for spelling, punctuation, capitalization, word division, and accuracy of content.
07.03 Follow oral and written instructions.
07.04 Compose a brief autobiographical sketch to include career plans.

08.0 DEVELOP HUMAN RELATIONS SKILLS--The student will be able to:

08.01 Demonstrate appropriate work habits.
08.02 Identify traits that promote good human relations and increase job performance.

09.0 DEVELOP APPROPRIATE GROOMING HABITS--The student will be able to:

09.01 Identify appropriate attire and grooming for a business office.

10.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

10.01 Complete employment forms.
10.02 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
10.03 Compose and type a letter of application and a resume.

11.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

11.01 List major programming languages used in business data processing.
11.02 Locate requested information on a computer printout.
11.03 Identify applications of computers in business.

12.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:

12.01 Choose appropriate action in a situation requiring application of business ethics.

12.02 Identify basic principles of parliamentary procedure.
12.03 Greet and introduce individuals.

13.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

13.01 Identify basic concepts of the American economic system.

STUDENT PERFORMANCE STANDARDS EFFECTIVE DATE: July 1991

PROGRAM AREA: Business COURSE CREDIT: 1

PROGRAM TITLE: Receptionist & Communication Systems Operation PROGRAM NUMBER: 8209100

COURSE TITLE: Office Procedures COURSE NUMBER: 8209220

COURSE DESCRIPTION:

This course is designed to develop competence in the areas of math computations, communication, data and information processing, filing and retrieving, reprographics, leadership skills, telephone procedures, business records, decision making, mail handling, human relations skills, job applications, consumer economics, and typewriting.

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

01.03 Identify and demonstrate proper telephone image (voice, enunciation, vocabulary, diction, etc.).
01.04 Identify and demonstrate techniques of answering the telephone.
01.05 Identify and demonstrate techniques of exchanging information.
01.06 Identify and demonstrate procedures for screening calls.
01.07 Identify and demonstrate procedures for placing and maintaining calls on hold.
01.08 Identify and demonstrate procedures for handling disconnected calls.
01.09 Identify and demonstrate procedures for interrupting and terminating calls.
01.10 Identify and demonstrate procedures for recording and relating accurate messages.
01.11 Identify and demonstrate procedures for transferring calls.
01.12 Identify and demonstrate procedures for placing calls, including utilizing time zones.

02.0 PERFORM MATHEMATICAL APPLICATIONS--The student will be able to:

02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer.
02.04 Compute and analyze payroll data to include the calculation of gross pay (hourly and commissions), FICA, and federal income tax to determine net pay.
02.05 Use estimation and approximation skills to compare, contrast, and analyze a variety of office-related costs.
02.06 Compute and analyze finance charges and annual percentage rate problems.

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES--The student will be able to:

- 03.09 Type a memorandum to multiple recipients and address interoffice envelopes.
- 03.10 Type business letters with enumerated items.
- 03.11 Type multicopy preprinted business forms.
- 03.12 Type material from handwritten copy.
- 03.13 Type labels.
- 03.14 Type a two-page letter.
- 03.15 Demonstrate proofreading skills using proofreaders' marks.

04.0 PERFORM FILING ACTIVITIES--The student will be able to:

- 04.02 Define the different filing methods: alphabetic, geographic, subject, and numeric.
- 04.03 Cross-reference correspondence.
- 04.04 Identify types of filing supplies, equipment, and procedures.
- 04.05 Identify records management terminology.
- 04.06 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject.
- 04.07 Retrieve materials from files.

05.0 PERFORM BUSINESS RECORDS ACTIVITIES--The student will be able to:

- 05.05 Prepare purchase requisitions.
- 05.06 Prepare purchase orders.
- 05.07 Prepare invoices.
- 05.08 Prepare sales slips.
- 05.09 Maintain petty cash records.
- 05.10 Prepare payroll records.

06.0 PERFORM MAIL-HANDLING ACTIVITIES--The student will be able to:

- 06.03 Identify special mail services.
- 06.04 Process mail.
- 06.05 Identify alternative courier and electronic mail services.

07.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:

- 07.05 Compose and type business correspondence and related documents.
- 07.06 Participate in a group discussion.
- 07.07 Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.

10.0 PERFORM JOB APPLICATION ACTIVITIES--The student will be able to:

- 10.04 Demonstrate job interview skills.

10.05 Compose and type a letter requesting a reference.
10.06 Compose and type a letter of follow-up.
10.08 Identify methods of securing an employment reference.
10.09 Compose and type a letter of resignation.

11.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS--The student will be able to:

11.04 Identify terms commonly used in information processing.
11.05 Identify the major components of an automated office system.
11.06 Manually correct errors on a computer printout.
11.07 Verify the totals on a computer printout.
11.08 Identify applications of magnetic storage.

13.0 PERFORM CONSUMER ECONOMICS ACTIVITIES--The student will be able to:

13.02 Identify advantages and disadvantages of consumer credit.
13.03 Identify types and sources of consumer credit.
13.04 Identify services performed by consumer information sources.

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:

14.01 Identify characteristics of reprographic methods.
14.02 Make decisions on the best reprographic method.
14.03 Identify terms used in reprographics.
14.04 Identify characteristics of paper.

FACILITIES

Design Criteria

The facility should provide space and learning stations to enable the instruction to meet program objectives. **Florida State Board of Education Rule 6A-2.32** specifies the size of space and occupancy design criteria that school districts or community colleges must follow in planning and designing facilities for Receptionist and Communication Systems Operation programs. According to this rule, facility sizes recommended for a one-time occupancy design capacity of fifteen students are:

DEDICATED SPACE
(in square feet)

	Per Student			Total (Based on 15 students)		
	Min.	Normal	Max.	Min.	Normal	Max.
Laboratory	49	52	54	735	780	810
Materials Storage				95	100	105
Required Program Space				830	880	915

For further information on space allocation, refer to **S.B.E. 6A-2**.

Classroom and laboratory areas should be designed to accommodate typewriting and office workstations and equipment. Electrical outlets should be provided in the form of permanently fixed vertical power posts to be accessible for each student workstation. A central master switch should control student workstations.

Lockable storage cabinets should be provided for the security of small electrical appliances, software, and other valuable materials.

Suggested Equipment and Supplies

The following list indicates *suggested* equipment and supplies and is *not* comprehensive.

Tools

pliers
repair kit for simple repairs
screwdrivers (regular and Phillips)
wire cutters

Audiovisual Equipment

cassette tape recorder
filmstrip and cassette combination projector
movie projector
overhead projector and cart
projection screen
television set and videocassette recorder/player
video camera

Computer Equipment

cables
computer display panel
Data Show for teacher's computer
dust covers for computers and printers
microcomputers (industry standard, 640k minimum)
monitors
printers with stands, laser and dot matrix
scanner
surge suppressors
vacuum (hand-held, designed for computers)

General Classroom Equipment

bulletin board
cabinets (locking)
cutting board and scissors
erasable marker board
filing cabinets (locking)
fire extinguisher (small portable)
items for illustration (abacus, magnetic tape reels, vacuum tubes, transistor boards, computer chips, hard disk platter and cases, various sizes of floppy disks, punch cards, etc.)
hole punches (single and 3-hole)
lectern or podium
mirrors
portable speaker rostrum
workstations with desks or tables

Office Equipment

calculators (ten-key)
chairs (secretarial)
copy holders
copy machine
eduphone (telephone simulation)
fax machine
telephone
transcription machines (4)
typewriters, electric (3)

Supplies

antistatic spray
board cleaner
calculating machine tapes
computer paper
diskette storage boxes
diskettes and labels
dry markers for erasable marker board
felt-tip markers for labeling diskettes
head-cleaning kit
perforated invoices
perforated mail labels
perforated sales slips
periodicals
plastic cups (red and blue) to signal for help
printer ribbons and ink machine
stationery and envelopes

Safety

The Florida State Board of Education has established rules for the operation of public schools. Chapter 6A-2 in *Educational Facilities: Public Schools and Community Colleges* contains the standards for existing educational facilities, with regard to such topics as electrical equipment, flammable materials, ventilation, fire safety, storage, and illumination.

Although no specific safety regulations have been mandated for Receptionist and Communication Systems Operation programs, it is recommended that strict adherence to the general standards as outlined in these rules be practiced (e.g., first-aid kits in classrooms, adequate fire extinguishers, fire-evacuation plan).

In addition, the following procedures have been found useful in computer labs at various high schools and vocational-technical centers throughout the state of Florida.

- Post safety procedures and fire drill instructions and review them regularly with students.
- Before they use hardware and software, instruct students thoroughly on their use and care.
- Have instructor present for student to work in the business lab.
- Contain all computer and printer cords in channels.
- Cover cords for AV equipment when in use.
- Install surge protectors for all equipment.
- Have security systems in all rooms and halls.
- Provide labs with tiled floors or antistatic carpet.
- Connect each set of machines to a circuit breaker.
- Do not allow food, liquids, or smoke in the business lab.
- Don't overload circuits.
- Be sure equipment is nontilting.
- Cover sharp edges with tape or lucite corner covers.
- Routinely inspect all cables and electrical wires.

PROGRAM IMPLEMENTATION

Student Learning Guide

A sample student learning guide is provided in the Appendix as an example for you to use when developing or adapting a set of learning guides or modules. This sample guide presents the major components of a competency-based student learning guide. For further information see the *Florida Vocational Program Implementation Guide*.

Student Organization Participation

The vocational student organizations associated with the Receptionist and Communication Systems Operation program are Future Business Leaders of America for secondary students and Phi Beta Lambda for postsecondary students. These organizations are cocurricular and are considered an integral part of the instructional program.

Refer to the *Florida Vocational Program Implementation Guide* for more information.

PROFESSIONAL CONSIDERATIONS

Teacher Certification

Listed below are the certification coverages included in the current *Course Code Directory* for Receptionist and Communication Systems Operation.

10-12, 30, 31	30,31
BUS ED @4 1 2	BUS ED @4 1 2
VOE @7	VOE @7
TEACH CBE @7	TEACH CBE @7
CLERICAL ¢7	CLERICAL @7G
SECRETAR ¢7	SECRETAR @7G
STENOG @4	STENOG @4

Professional Organizations and Support Services

The following associations and organizations have been identified as serving the needs of those involved in the business-education area. This list is not comprehensive. Teachers should take advantage of the services offered by these and other professional organizations.

American Vocational Education Personnel Development Association (AVEPDA)
Box 6446
Finchburg State College
Finchburg, MA 01420

American Vocational Education Research Association (AVERA)
305 Rolfs Hall
University of Florida
Gainesville, FL 32606

American Vocational Association-Business Education
1410 King Street
Alexandria, VA 22314

Business-Higher Education Forum
One Dupont Circle, Suite 800
Washington, DC 20036

Delta Pi Epsilon
Gustavus Adolphus College
St. Peter, MN 56082

Florida Business Education Association
Janice Pokines, President (1991)
Sarasota County Vocational-Technical Center
4748 Beneva Road
Sarasota, FL 34233
(813) 924-1365 (ext. 202)

Dr. Barry Siebert, President (1992)
University of Central Florida
4000 Central Florida Blvd.
Orlando, FL 32816-0250
(407) 823-2939 SC 345-2939

Florida Vocational Association
1420 Paul Russell Road
Tallahassee, FL 32301

Foundation for Student Communication (Business)
305 Aaron Burr Hall
Princeton University, NJ 08540

International Society for Business Education
1914 Association Drive
Reston, VA 22901

Junior Achievement (Business)
45 Clubhouse Drive
Colorado Springs, CO 80906

National Association for Business Teachers
1914 Association Drive
Reston, VA 22091

National Business Education Association (NBEA)
1914 Association Drive
Reston, VA 22091

local vocational associations

INSTRUCTIONAL RESOURCES

Listed on the following pages are selected sources of materials that are available for Receptionist and Communication Systems Operation. Additional resources may be available from other sources including professional and trade organizations. You are encouraged to seek catalogs from these firms so that you become familiar with materials available.

Sources of Print and Audiovisual Materials and Software

The following offer instructional materials in print, audiovisual and software media. Contact the software suppliers as to the hardware requirements on operating their materials.

	Print	Audiovisual	Software
Addison Wesley Publishing Company 1 Jacob Way Reading, MA 01867 (800) 447-2226	X	X	X
Aldus Corporation 411 First Avenue South Seattle, WA 98104 (206) 343-3519	--	--	X
Anaheim Publishing Company Wadsworth, Inc. 10 Davis Drive Belmont, CA 94002	X	--	X
Arco Publishing, Inc. Division of Simon & Schuster 15 Columbus Circle New York, NY 10023 (212) 373-8931	X	--	--
Beekman Publishers, Inc. P.O. Box 888 Woodstock, NY 12498 (914) 679-2300	X	--	--
Bergwall Productions, Inc. P.O. Box 238 Garden City, NY 11530-0238 (800) 645-3565	--	X	--

	Print	Audiovisual	Software
Bobbs-Merrill Company 866 Third Avenue New York, NY 10022 (800) 257-5755	X	X	--
Borland International 4585 Scotts Valley Drive Scotts Valley, CA 95066 (408) 438-5300	--	--	X
Boyd and Fraser Publishing Company Statler Office Building 20 Park Plaza, Suite 1405 Boston, MA 02116 (800) 225-3782	X	X	--
Brodart Company 500 Arch Street Williamsport, PA 17705 (800) 233-8467	X	--	--
Broderbund (BB)* 17 Paul Drive San Rafael, CA 94903-2101 (803) 521-6263	--	--	X
Business Education Services 10200 Jefferson Boulevard, Room 4 P.O. Box 802 Culver City, CA 90232-082 (800) 421-4246	X	X	X
ButtonWare Inc. P.O. Box 5786 Bellevue, WA 98006 (206) 454-0479	--	--	X
Career Aids 20417 Nordhoff Street Chatsworth, CA 91311 (818) 341-8200	X	X	X

*Publisher abbreviations used in following section, Teacher-Recommended Materials.

	Print	Audiovisual	Software
CompuSoft Publishing Company (CPC)* Box 28752 San Diego, CA 92128 (619) 789-7365	X	--	--
Delmar Publishing, Inc. 2 Computer Drive, West Albany, NY 12205 (800) 347-7707	X	--	--
Dictation Disc Company (DDC)* 14 East 38th Street New York, NY 10016 (800) 528-3897	X	X	--
Dryden Press A Division of Holt, Rinehart & Winston 908 N. Elm Hinsdale, IL 60521 (800) 323-7437	X	--	--
Educational Development and Training Center East Texas State University Commerce, TX 75429 (800) 356-3382	X	X	--
Franklin, Beedle and Associates Publishers 4521 Campus Drive, 327 Irvine, CA 92715-9877 (714) 558-1148	X	--	X
Franklin McNeal, Ltd. 1175-1 Fleming Street P.O. Box 2335 Smyrna, GA 30081-2335 (800) 358-8302	--	--	X
Glencoe Publishing Company 15319 Chatsworth Street Mission Hills, CA 91345-9509 (800) 423-9534	X	X	X

*Publisher abbreviations used in following section, Teacher-Recommended Materials.

	Print	Audiovisual	Software
Harcourt Brace Jovanovich, Inc. 1250 Sixth Avenue San Diego, CA 92101 (800) 346-8684	X	X	--
Houghton Mifflin Company One Beacon Street Boston, MA 02108 (800) 225-3362	X	X	X
Howard W. Sams and Company (HWS)* A Division of Macmillan, Inc. Front and Brown Streets Riverside, NJ 08075 (800) 257-5755	X	X	--
Lotus Development Corporation 55 Wheeler Street Cambridge, MA 02138 (617) 492-7171	--	--	X
Macmillan Publishing Co., Inc. (MMP)* 866 Third Avenue New York, NY 10022 (800) 257-5755	X	X	X
McGraw-Hill Publishing Company (MHP)* 1221 Avenue of the Americas New York, NY 10020 (800) 722-4726	X	X	X
McGraw-Hill Publishing Company (MHG)* Gregg Division 13955 Manchester Road Manchester, MO 63011 (800) 334-7344	X	X	X
Medlin Accounting Shareware (MAS)* 1461 Sproul Avenue Napa, CA 94559 (707) 255-4475	--	--	X

*Publisher abbreviations used in following section, Teacher-Recommended Materials.

	Print	Audiovisual	Software
Microsoft Corporation (MC)* 16011 NE 36th Way Redmond, WA 98073 (800) 227-4679	--	--	X
Mosaic Software Inc. 1972 Massachusetts Ave. Cambridge, MA 02140 (617) 491-5149	--	--	X
National Learning Corporation 212 Michael Drive Syosset, NY 11791 (800) 645-6337	X	--	--
Oklahoma State Department of Vocational and Technical Education 1500 West Seventh Avenue Stillwater, OK 74074-4364 (800) 654-4502	X	X	X
Prentice Hall Division of Simon and Schuster Route 9 West Englewood Cliffs, NJ 07632 (800) 922-0579	X	X	X
Putnam Publishing Group 200 Madison Avenue New York, NY 10016 (800) 631-8571	X	--	--
Richard D. Irwin, Inc. 1818 Ridge Road Homewood, IL 60430 (800) 634-3961	X	X	X
RMI Media Productions 2807 West 47th Street Shawnee Mission, KS 66205 (913) 262-3974	--	X	--

*Publisher abbreviations used in following section, Teacher-Recommended Materials.

	Print	Audiovisual	Software
Scott Foresman & Company (SF)* Subsidiary of Time, Inc. 1900 East Lake Avenue Glenview, IL 60025 (708) 729-3000	X	--	--
Software Publishing Corporation P.O. Box 7210 Mountain View, CA 94039-7210 (415) 335-2079	--	--	X
South-Western Publishing Company (SW)* 5101 Madison Road Cincinnati, OH 45227 (800) 543-0487	X	X	X
SRA Business and Technical Division 155 North Wacker Drive Chicago, IL 60606 (800) 621-0476	X	X	X
Sybex, Inc. (SY)* 2021 Challenger Drive Alameda, CA 94501 (800) 227-2346	X	--	--
Tandy Corporation (TC)* 1800 One Tandy Center Ft Worth, TX 76102 (817) 390-3700	--	--	X
Wadsworth Publishing Company 10 Davis Drive Belmont, CA 94002 (800) 354-9706	X	--	X
Walch, J. Weston, Publisher P.O. Box 658 Portland, ME 04104-0658 (800) 341-6094	X	X	X

*Publisher abbreviations used in following section, Teacher-Recommended Materials.

	Print	Audiovisual	Software
West Publishing Company (WES)* 50 West Kellog Boulevard P.O. Box 64526 St. Paul, MN 55164-1003 (800) 328-9424	X	--	--
Wiley, John & Sons, Inc. (WIL)* 605 Third Avenue New York, NY 10158-0012 (201) 469-4400	X	X	X
WordPerfect Corporation (WPC)* 1555 Technology Way Orem, UT 84057 (801) 225-5000	--	--	X

*Publisher abbreviations used in following section, Teacher-Recommended Materials.

Teacher-Recommended Materials

PRINT

Author	Title	Publisher*	Year
Allen, Warren W., and Klooster, Dale H.	*Microtools*	SW	1991
Blanc, Iris	*Skill Building Exercises for the Word Processor*	DDC	1988
Butler, Tommie, and Smith, Phyllis	*The Receptionist: An Office Simulation "The Tahoe Times"*	SW	1985
Casady, Mona	*Information Processing Concepts*	SW	1984
Chiri, Kutsko, and Stoddard	*Houghton Mifflin Typewriting*: Keyboard Mastery and Applications	(MHD)	1987
Clark, James F., and Lambrecht, Judith J.	*Information Processing: Concepts, Principles, and Procedures*	SW	1985
Copeland, Cody T., and Bacon, Jonathan	*Understanding and Using MS-DOS/PC-DOS: A Complete Guide*	West	1987
Crawford, James T.; Erickson, Lawrence W.; Beaumont, Lee R.; Robinson, Jerry W.; and Ownby, Arnola C.	*Century 21 Keyboarding, Formatting, and Document Processing*	SW	1987

*See list of Sources for publisher information.

Author	Title	Publisher*	Year
Crawford, James T.; Erickson, Lawrence W.; Robinson, Jerry W.; Ownby, Arnola C.; and Beaumont, Lee R.	*Letter Formatting*	SW	1986
Eisch, M. A.	*WordPerfect 5.0/5.1*	SW	1990
Fairbank, Roswell E.	*Applied Business Mathematics*	SW	1985
Fosegan, Joseph S.; Goodman, David G.; and Bassett, Ernest D.	*Simplifile*	SW	1987
Goodman, David G.; Fosegan, Joseph S.; and Bassett, Ernest D.	*Simplifile*	SW	1987
Groneman, Nancy, and Owen, Susan	Applications Using the Personal Computer	SW	1988
Jackson, Truman H.	*Letter of Application and Resume Using a Microcomputer*	SW	1989
Jones, Ellis J.	*Touch Operations of Electronic Calculator*	SW	1985
Kilchenstein, E. Dolores, and Grant-Goddard, Bettye Sue	*Intensive Office Skills*	SW	1985
Lien, David A.	*MS-DOS Volume 1: The Basics* (3rd Edition)	CS	1988

*See list of Sources for publisher information.

Author	Title	Publisher*	Year
Lovern, H. Mark	*The General Clerk Simulation-Plants Galore*	SW	1984
Lloyd, Alan C.; Winger, Fred E.; Johnson, Jack E.; Morrison, Phyllis C.; and Hall, Rebecca A.	*Gregg Typing: Keyboarding and Processing Documents*	MHD	1987
Luke, Cheryl	*Office Systems and Procedures*	MHD	1987
Neibauer, Alan R.	*WordPerfect 5.1 Tips and Tricks*	SY	1990
Nimersheim, Jack	*First Book of Deskmate*	HWS	1990
Oliverio, Mary, and Pasewark, William	*The Office: Procedures and Technology Textbook*	SW	1989
Pasewark, William R.	*Calculating Machines Simulation*	SW	1991
Pasewark, William R.	*Electronic Display/Printing Calculator Course*	SW	1990
Pasewark, William R.	*Electronic Office Machines*	SW	1987
Pasewark, William R.	*Microsoft Works*	SW	1991
Robert, Henry M.	*Robert's Rules of Order Newly Revised*	SF	1990
Sabin, W. A.	*Gregg Reference Manual*	MHG	1985
Schnake, Marilyn	*The World of Computers and Data Processing*	WES	1985

*See list of Sources for publisher information.

Author	Title	Publisher*	Year
Sprenger, Christine; Weidkamp, Keith; and Burns, Clifford	*Record Keeping Applications Using the Microcomputer* (also software)	SW	1988
Stewart, Jeffrey	*Quick Filing Practice*	MHD	1987
Stewart, M. M.; Zimmer, K.; and Clark, L.	*Business English and Communication*	MHD	1988
Swanson, Robert M.; Ross, Kenton E.; and Hanson, Robert D.	*Century 21: Accounting*	SW	1992
Whalen, Patricia M.	*Basic Skills for the Modern Office*	SW	1989
Zedlitz, Rober H.	*Getting A Job Process Kit*	SW	1987
Zoubek, C. E.; Condon, G.; and Leslie, L. A.	*20,000 Plus Words: Spelled and Divided for Quick Reference*	MHD	1986

SOFTWARE

Title	Source*	Format	Date
Alphabetic Keyboarding (2nd Edition)	SW	IBM, Apple	1988
DeskMate (also user's reference manual)	TC	DOS-Compatible	1988
Microsoft Works	MC	IBM, Apple	1989

*See list of Sources for publisher information.

Title	Source*	Format	Date
Microtools	SW	IBM, Apple	1991
The New Printshop	BB	IBM, APPLE	1990
Numeric Keyboarding	SW	IBM, Apple	1988
PC-GL (gen'l ledger); PC-AR (accts. rec.); PC-AP (accts. pay.); and PC-PR (payroll)	MAS		no date
WordPerfect	WPC	IBM, Apple	no date

Noncommercial Materials

National Information Center for
Educational Media (NICEM)
P.O. Box 40130
Albuquerque, NM 87196

Palm Beach County School District
Office Procedures: Student Package
Contact: Susan Larsen
John I. Leonard High School
4701 10th Avenue, North
Lake Worth, FL 33463
(407) 641-1254
(applicable for office procedure curriculum)

Periodicals

Classroom Computer Learning
2451 E. River Road
Dayton, OH 45439

*See list of Sources for publisher information.

Electronic Learning
Scholastic, Inc.
P.O. Box 2040
Mahopac, NY 10541-9963

Info World
P.O. Box 5994
Pasadena, CA 91117

Modern Office Technology
1100 Superior Avenue
Cleveland, OH 44114

PCM
Falsoft, INC.
P.O. Box 385
Prospect, KY 40059

PC Resource
IDG Communications/Peterborough, Inc.
80 Elm Street
Peterborough, NH 03458

Teacher
Suite 250
4301 Connecticut Avenue, NW
Washington, DC 20008

Teaching and Computers
Scholastic Inc.
730 Broadway
New York, NY 10003-9538

T.H.E. Journal
P.O. Box 15126
Santa Ana, CA 92705-0126
(free)

FEIS Services

FLORIDA EDUCATIONAL INFORMATION SERVICE
2003 Apalachee Parkway
Tallahassee, FL 32301
(904) 487-2054

If you need (1) information about copyright; (2) a list of instructors teaching Receptionist and Communication Systems Operation programs in Florida; (3) journal articles or project reports on specific topics; (4) curriculum and instructional materials; or (5) information on current trends, issues, and research, please contact the Florida Educational Information Service (FEIS), Center for Instructional Development and Services, College of Education, Florida State University, 2003 Apalachee Parkway, Tallahassee, Florida 32301, (904) 487-2054. FEIS will tailor its service to meet your needs on information concerning resource materials.

APPENDIX

Sample Student Learning Guide*
for
Receptionist and Communication Systems Operation

*Adapted from the Unified Curriculum prepared by Palm Beach County Business Education teachers. Used with permission.

ABOUT STUDENT LEARNING GUIDES

As mentioned in the Instructional Approach of the *Florida Vocational Education Program Implementation Guide,* competency-based vocational instruction (CBVI) is the most appropriate instructional approach to teaching students to become competent workers. In order to implement CBVI effectively and efficiently, you and the students should have access to competency-based instructional materials, such as student guides or modules.

The following components are often included in a student learning guide:

Introduction, includes the intended outcome, the SPS for which the guide is developed, and an introduction to the guide stating why this topic is important to study and what this guide is about (other information, such as the relationship between this guide and other guides, can be included on this sheet also)

Objectives, include both knowledge and performance objectives if the SPS calls for hands-on performance, but only knowledge objectives if the SPS requires knowledge-oriented competencies

Resources, include instructional materials the student should use to study and tools and supplies students should have access to in order to complete this guide

Learning activities, include a list of steps students should take in order to master the objectives

Self-check, consists of questions designed to help students review what they have studied

Activity sheet, is designed to help students practice hands-on tasks for performance objectives (If the SPS does not require hands-on activity, this sheet is not included in the learning guide.)

Written test, measures the student's achievement on the knowledge objectives

Performance test, designed to be used by the evaluator/instructor to assess the student's level of achievement on the performance objectives

The student learning guide may consist of two or more sets of the above components if the objectives need to be divided into two or more groups. Whatever format you

use for the student learning guide, these components should be included in order to incorporate instructional events such as:

1. gaining attention
2. stating objectives
3. recalling prerequisites
4. providing instructional stimulus
5. providing learning guidance
6. eliciting performance
7. providing feedback
8. assessing performance
9. enhancing retention and transfer

STUDENT LEARNING GUIDE

Program: Receptionist and Communication Systems Operations

Intended Outcome: 02. Performance Mathematical Applications.

Student Performance Standard: 02.06. Compute and analyze finance charges and annual percentage rate problems.

Introduction: In this student learning guide, you will learn some terms associated with borrowing money, how to calculate the finance charge of a loan, and how to interpret and use an annual percentage rate table.

OBJECTIVES

At the end of this student learning guide, the student will be able to:

- Identify definitions for key terms, such as finance charge, interest, percentage rate, principal, note, and FC/100.
- Interpret an unpaid balance chart.
- Calculate finance charges.
- Calculate monthly charges.
- Calculate the proceeds for a discount loan.
- Calculate the finance charge per $100.
- Use a table to find the annual percentage rate of a loan.

LIST OF RESOURCES

Information Sheets (attached): Computing and Analyzing Finance Charge and Annual Percentage Rate Problems

Background Resources:

Lange, W.H.; Mason, R.D.; and Rousos, T.G. *Business Mathematics.* Boston: Houghton Mifflin Company, 1986.

Swanson, Ross, and Hanson. *Century 21: Accounting.* Cincinnati, OH: South-Western Publishing Co., 1992.

LEARNING ACTIVITIES

LEARNING ACTIVITIES	RESOURCES
1. Read the attached information sheets, "Computing and Analyzing Finance Charges and Annual Percentage Rate Problems."	1. Attached information sheets
a. Read optional background material.	a. Swanson, Ross, and Hanson b. Lange, Mason, and Rousos
2. Practice your skills by taking the Self-Check (attached).	2. Self-Check is attached.
3. Check your answers with the Self-Check Answer Key.	3. Answer Key is attached.
4. Review information sheets, and read background material, if necessary. Also, ask your instructor for help.	4. See above.
5. Request Student Learning Guide Test from your instructor.	5. Instructor
6. Check local banks and savings and loans and tell your class what interest rates are charged for loans.	6. Local personnel from various banks, etc.

"Computing and Analyzing Finance Charges and Annual Percentage Rate Problems."

Key Words

People often find it necessary to borrow money, especially to make a large purchase. But it costs money to borrow money! Here are a few key words that will be covered in this Guide:

finance charge - the price a person pays to borrow money

lending institution - sources of borrowed money, including savings and loans, credit unions, banks, and mortgage companies.

principal - the amount of money on which interest is paid

interest - the price a person pays to borrow money (same as finance charge)

interest rate - the percentage taken of the unpaid balance

balance - the amount of principal left to pay (It decreases as payments are made.)

discount loan - a loan on which the interest owed is paid in advance

proceeds - the amount of the loan, after the total interest payment is subtracted for the discount loan

installment loan - a loan, including the amount financed plus a finance charge, which is repaid in equal monthly payments

finance charge per $100 ((FC/100) - the finance charge for each $100 of the loan amount; a step in finding the APR (see below).

annual percentage rate (APR) - an index, given as a percent, showing the relative cost of borrowing money

Introduction

A finance charge is the price a person pays to borrow money from a lending institution. One bookkeeping task is to calculate the finance charge of a loan.

Many persons borrow money from lending institutions. The loan is usually given at face value and repaid in equal monthly payments.

In addition to paying back the principal, the borrower pays interest for being able to use this money.

The interest is found by taking a percentage of the unpaid balance. That percentage is the interest rate.

Interest rates vary from one institution to another. For example, banks that handle credit cards usually charge an interest rate of 1.5 percent per month. The interest amount is figured by taking that percentage of the unpaid balance each month. To figure out the annual interest rate, multiply the monthly rate by 12: 1.5 percent is the same as a yearly rate of 18 percent. Other institutions may charge more or less.

Using a chart to calculate a finance charge

The following unpaid balance chart is an example of one way that the finance charge can be calculated.

> **Example:** Theresa Butler has borrowed $180 from her credit union. She will pay $60.00 per month for three months to pay off the loan. In addition, she will pay a finance charge of 1% per month on the unpaid balance. The chart presents a summary of the payments, including principal and finance charge.

Unpaid Balance Chart

END OF	UNPAID BALANCE	FINANCE CHARGE AT 1%	PAYMENT ON PRINCIPAL	TOTAL PAYMENT
1st mo.	$180	$1.80	$ 60.00	$ 61.80
2d mo.	120	1.20	60.00	61.20
3d mo.	60	.60	60.00	60.60
		$3.60	$180.00	$183.60

Interpreting the chart

What is the finance charge for the first month? _____ ($1.80)

What is it for the third month? _____ (.60)

Why is the third month less? _____ (the finance charge is based on the principal amount, which is less each month).

What is the total payment for the third month?_____ ($60.60)

What two items are added to get the monthly total payment?
_____ (the payment on principal and the finance charge)

Using a formula to calculate the finance charge

Another method for calculating the finance charge is to multiply the principal (amount financed) times the annual percentage rate, times the amount of time.

Formula: amount x rate x time = finance charge

Note: Time, in this formula, is expressed in terms of one year. If there are 12 monthly payments, time = 1. If there are six monthly payments, time =.5 (1/2 year). If there are 18 payments, time = 1.5 (1 1/2 years).

Example 1: Calculate the finance charge for a $500 loan, with an annual interest rate of 8%, to be paid in 12 months.

amount x rate x time = finance charge

500 x .08 x 1 = $40.00

Example 2: Calculate the finance charge for an $1800 loan, with an annual interest rate of 8 3/4%, to be paid in 18 months.

amount x rate x time = finance charge

1800 x .875 x 1.5 = $236.25

Discount loans

If the interest on a loan is paid in advance, the loan is called a discount loan. The lender subtracts the amount of interest from the amount of the loan, and gives the borrower the rest. This amount is called the *proceeds.* Usually, this kind of loan is short-term.

Remember that when you receive a discount loan, you will get less than you originally requested. The interest amount is based on the original amount.

Example: What are the monthly payments for a discount loan of $500, with an 8% interest, and a 12 month time?

First, calculate the finance charge (interest rate):

amount x rate x time = finance charge

500 x .08 x 1 = $40.00

Second, compute the proceeds, which is what the borrower will receive and the amount financed.

amount of loan - finance charge = proceeds (amount financed)

$500 - $40 = $460

Third, calculate the monthly payments.

total amount of loan divided by number of payments = monthly payments

$500 / 12 = $41.67

Using an Annual Percentage Rate Table

If you know the finance charge per $100 of the amount financed and the number of monthly payments, you can use the table at the end of this Information Sheet to find the annual percentage rate of the installment loan. You can then compare the annual percentage rate (APR) of various loans to compare the cost of borrowing money.

Note: You can figure out the finance charge per $100 (FC/100) as shown below.

FC/100 = $100 x finance charge divided by the total amount of the loan financed

Formula: FC/100 = 100 x FC ÷ amt. of loan financed

Example: Using the figures in the example for the discounted loan,

FC/100 = 100 x (finance charge ÷ amount financed)

FC/100 = 100 x (40 ÷ 460)

FC/100 = 100 x .08695

FC/100 = 8.70 (rounded)

The cost per $100 for this loan is $8.70.

Example: Kelly went to her bank and took out an installment loan of $400 to buy a compact disc player and speakers. The finance charge is $34. What is the finance charge per $100?

FC/100 = 100 x (finance charge ÷ amount financed)

FC/100 = 100 x (34 ÷ 400)

FC/100 = 100 x .085 = $8.50 finance charge per $100

Using the FC/100 to find the Annual Percentage Rate (APR)

Continuing the problem above, find Kelly's APR. Kelly is paying off the loan in 12 payments. Use the table on the following page to find the annual percentage rate.

- In the row for 12 payments, find the number closest to $8.50. It is 8.59.
- Read the APR at the top of the column. Kelly's APR is 15.50%. (When the finance charge per $100 falls between two columns, use the higher percentage rate.)

ANNUAL PERCENTAGE RATES											
APR	**15.50%**	**15.75%**	**16.00%**	**16.25%**	**16.50%**	**16.75%**	**17.00%**	**17.25%**	**17.50%**	**17.75%**	**18.00%**
TERM	**FINANCE CHARGE PER $100 OF AMOUNT FINANCED**										
6	4.57	4.64	4.72	4.79	4.87	4.94	5.02	5.09	5.17	5.24	5.32
12	8.59	8.74	8.88	9.02	9.16	9.30	9.45	9.59	9.73	9.87	10.02
18	12.72	12.93	13.14	13.35	13.57	13.78	13.99	14.21	14.42	14.64	14.85
24	16.94	17.22	17.51	17.80	18.09	18.37	18.66	18.95	19.24	19.53	19.82
30	21.26	21.62	21.99	22.35	22.72	23.08	23.45	23.81	24.18	24.55	24.92
36	25.68	26.12	26.57	27.01	27.46	27.90	28.35	28.80	29.25	29.70	30.15
APR	**18.25%**	**18.50%**	**18.75%**	**19.00%**	**19.25%**	**19.50%**	**19.75%**	**20.00%**	**20.25%**	**20.50%**	**20.75%**
6	5.39	5.46	5.54	5.61	5.69	5.76	5.84	5.91	5.99	6.06	6.14
12	10.16	10.30	10.44	10.59	10.73	10.87	11.02	11.16	11.31	11.45	11.59
18	15.06	15.28	15.49	15.71	15.93	16.14	16.36	16.57	16.79	17.01	17.22
24	20.11	20.40	20.69	20.98	21.27	21.56	21.86	22.15	22.44	22.74	23.03
30	25.29	25.66	26.03	26.40	26.77	27.14	27.52	27.89	28.26	28.64	29.01
36	30.60	31.05	31.51	31.96	32.42	32.87	33.33	33.79	34.25	34.71	35.17

SELF-CHECK

Directions: For questions 1 and 3, identify the amount to be financed and the yearly interest rate. Then calculate the finance charge.

1. Jorge would like to take out a loan for $1500. His bank charges a yearly interest rate of 9%.

   a. amount financed = _____

   b. yearly interest rate = _____

   c. finance charge per year = _____

2. If Jorge pays off his loan in six months (1/2 year), what would the finance charge be?

   _____

3. Carole Lee has taken out a loan for $800. The interest rate is 8.5%.

   a. amount financed = _____

   b. yearly interest rate = _____

   c. finance charge per year = _____

4. If Carole Lee takes the loan for 24 months, what would her finance charge be?

   _____

Directions: For questions 5 and 6, calculate the total amount to be paid to the bank (amount financed + finance charge) and calculate the monthly payments (total amount ÷ number of payments). You may use a calculator.

5. Michael and Debbi Yon are taking out a loan for $2400 to buy living room furniture. Their finance charge will be $406.80. They will make 30 equal monthly payments.

   a. total amount to be paid = _____

   b. monthly payment = _____

6. Laticia's loan is for $1500, and her finance charge is $124.56. She will make 12 payments.

   a. total amount to be paid = _____

   b. monthly payment = _____

Directions: For questions 7 and 8, calculate the finance charge, the proceeds, the monthly payments, and the finance charge per $100 (FC/100).

7. Dave obtains a discount loan for $2200 at an interest rate of 13%. He will repay it in 6 months.

   a. finance charge = _____

   b. proceeds = _____

   c. monthly payments = _____

   d. FC/100 = _____

8. Lynn receives a discount loan of $1400, with a 12% interest rate, to be repaid in 18 months.

   a. finance charge = _____

   b. proceeds = _____

   c. monthly payments = _____

   d. FC/100 = _____

Directions: Using the table on the Information Sheets, find the annual percentage rates (APR) for the loans described in problems 9 and 10.

9. As you know, Lynn (problem 8), took a loan for $1400, and will repay it in 18 months. Use the FC/100 you calculated in 8d, and find the annual percentage rate for this loan.

   _____

10. Roberto receives an installment loan of $1960 to purchase sound equipment. He will repay the loan in 24 months. The finance charge is $343.92. What is Roberto's APR?

    a. number of payments is _____

    b. FC/100 = _____

    c. APR = _____

SELF-CHECK ANSWER KEY

1. Jorge would like to take out a loan for $1500. His bank charges a yearly interest rate of 9%.

   a. amount financed = **$1500**

   b. yearly interest rate = **9% or .09**

   c. finance charge per year = **$135**

2. If Jorge pays off his loan in six months (1/2 year), what would the finance charge be?

   $67.50

3. Carole Lee has taken out a loan for $800. She found an interest rate of 8.5%.

   a. amount financed = **$800**

   b. yearly interest rate = **8.5% or .085**

   c. finance charge per year = **$68**

4. If Carole Lee takes the loan for 24 months, what would her finance charge be?

   $136.00

5. Michael and Debbi Yon are taking out a loan for $2400 to buy living room furniture. Their finance charge will be 406.80. They will make 30 equal monthly payments.

   a. total amount to be paid = **$2806.80**
   2400 + 406.80

   b. monthly payment = **$93.56**
   2806.80 ÷ 30

6. Laticia's loan is for $1500, and her finance charge is 124.56. She will make 12 payments.

   a. total amount to be paid = **$1624.56**

   b. monthly payment = **$135.38**

7. Dave obtains a discount loan for $2200 at an interest rate of 13%. He will repay it in 6 months.

   a. finance charge = **$143**

      FC = amount x rate x time

      FC = 2200 x .13 x .5 = $143

   b. proceeds = **$2057**

   c. monthly payments = **$366.67**

      2200 ÷ 6 = 366.67

   d. FC/100 = **$6.95**

      FC/100 = 100 x (finance charge ÷ amount financed)

      FC/100 = 100 x 143 ÷ 2057

      FC/100 = 100 x .06951 = 6.95

8. Lynn receives a discount loan of $1400, with a 12% interest rate, to be repaid in 18 months.

   a. finance charge = **$169.50**

      FC = amount x rate x time

      FC = 1400 x .12 x 1.5

      FC = 169.50

   b. proceeds = **$1230.50**

   c. monthly payments = **$77.78**

      1400 ÷ 18 = 77.78

   d. FC/100 = **$13.77**

      FC/100 = 100 x (finance charge ÷ amount financed)

FC/100 = 100 x 169.50 ÷ 1230.50

FC/100 = 100 x .1377 = 13.77

9. As you know, Lynn (problem 8), took a loan for $1400, and will repay it in 18 months. Use the FC/100 you calculated in 8d, and find the annual percentage rate for this loan.

   16.75%

   Using the table, read across the row with 18, to find the number closest to 13.77. It is 13.78. Then, find the head of that column, which is 16.75%

10. Roberto receives an installment loan of $1960 to purchase sound equipment. He will repay the loan in 24 months. The finance charge is $343.92. What is Roberto's APR?

    a. number of payments is **24**

    b. FC/100 = **17.55%**

       FC/100 = 100 x (finance charge ÷ amount financed)

       FC/100 = 100 x 343.92 ÷ 1960

       FC/100 = 100 x .17546 = 17.55 (rounded)

    c. APR = **16%**

If you missed any responses, go back and review the appropriate sections of the resource materials.

When you feel confident that you know the materials, request the Student Learning Guide test from your instructor.

KNOWLEDGE TEST

STUDENT LEARNING GUIDE TEST

Directions: For items 1 through 7, match the terms with their definitions. Write the term letters on the lines in front of the definitions.

Definitions

1. ____ the amount of money on which interest is paid
2. ____ the loan is paid in equal monthly payments
3. ____ an index showing the relative cost of borrowing money
4. ____ the amount of the loan after the payment is subtracted each month
5. ____ the actual amount received, after the total interest on the loan is subtracted
6. ____ the interest owed is paid in advance
7. ____ the finance charge for each $100 of the loan amount

Terms

a. interest
b. balance
c. discount loan
d. principal
e. lending institutions
f. annual percentage rate
g. FC/100
h. proceeds
i. installment loan

Directions: Five scenarios (8 - 12) are presented, describing facts about loans. In each case, you will be asked several questions about the loan. For some responses, you just have to find and copy the fact. For other responses, you will have to figure out the answers from the facts given. Use the annual percentage chart located on the Information Sheets.

8. You borrow $1200 for 12 months from the personal loan department of a bank. You are to pay interest at the rate of 9% per year on the face of the loan, and repay the total of the principal and interest in 12 equal monthly installments. What are the following figures?

   a._____ amount financed

b._____ finance charge

c. _____ total repaid to the bank

d. _____ monthly payment

e. _____ FC/100

f. _____ annual percentage rate

9. Marla Foss has borrowed $300 for 6 months from the bank's personal loan department. She is paying 10% per year, and will repay the total principal and interest in 6 equal installments. What are the following figures?

a. _____ amount financed

b. _____ finance charge

c. _____ total repaid to the bank

d. _____ monthly payment

e. _____ FC/100

f. _____ annual percentage rate

10. Roberto gets a personal loan at a bank by signing a note for $1800. He is to repay the loan in 12 equal monthly installments. The bank deducts 12 months' interest at the rate of 9% a year. What are the following figures?

a. _____ finance charge

b. _____ proceeds (amount financed)

c. _____ monthly payment

d. _____ FC/100

e. _____ annual percentage rate

11. Debra Yeng takes out a personal bank loan for $2000, repayable in 18 equal monthly payments. The bank deducts 18 months' interest at an annual rate of 8 3/4%, and gives Debra the rest. What are the following figures?

    a. _____ finance charge

    b. _____ proceeds (amount financed)

    c. _____ FC/100

    d. _____ annual percentage rage

12. Casey's loan of $3000 is to be repaid in 30 monthly installments of $125 each.

    a. _____ total amount repaid

    b. _____ finance charge

    c. _____ amount financed

    d. _____ FC/100

    e. _____ annual percentage rate

STUDENT LEARNING GUIDE TEST

Definitions

1. __d__ the amount of money on which interest is paid
2. __i__ the loan is paid in equal monthly payments
3. __f__ an index showing the relative cost of borrowing money
4. __b__ the amount of the loan after the payment is subtracted each month
5. __h__ the actual amount received, after the total interest on the loan is subtracted
6. __c__ the interest owed is paid in advance
7. __g__ the finance charge for each $100 of the loan amount

Terms

a. interest
b. balance
c. discount loan
d. principal
e. lending institution
f. annual percentage rate
g. FC/100
h. proceeds
i. installment loan

8. You borrow $1200 for 12 months from the personal loan department of a bank. You are to pay interest at the rate of 9% per year on the face of the loan, and repay the total of the principal and interest in 12 equal monthly installments. What are the following figures?

   a. __$1200__ amount financed
   b. __$108__ finance charge
   c. __$1308__ total repaid to the bank
   d. __$109__ monthly payment
   e. __$9.00__ FC/100

f. **16.25%** annual percentage rate

9. Marla Foss has borrowed $300 for 6 months from the bank's personal loan department. She is paying 10% per year, and will repay the total principal and interest in 6 equal installments. What are the following figures?

   a. **$300** amount financed

   b. **$15** finance charge

   c. **$315** total repaid to the bank

   d. **$52.50** monthly payment

   e. **$5.00** FC/100

   f. **17%** annual percentage rate

10. Roberto gets a personal loan at a bank by signing a note for $1800. He is to repay the loan in 12 equal monthly installments. The bank deducts 12 months' interest at the rate of 9% a year. What are the following figures?

    a. **$162** finance charge

    b. **$1638** proceeds (amount financed)

    c. **$150** monthly payment

    d. **$9.89** FC/100

    e. **17.50%** annual percentage rate

11. Debra Yeng takes out a personal bank loan for $2000, repayable in 18 equal monthly payments. The bank deducts 18 months' interest at an annual rate of 8 3/4%, and gives Debra the rest. What are the following figures?

    a. **$262.50** finance charge

    b. **$1737.50** proceeds (amount financed)

    c. **$15.11** FC/100

    d. **18.25%** annual percentage rage

12. Casey's loan of $3000 is to be repaid in 30 monthly installments of $125 each.

    a. **$3750** total amount repaid

    b. **$750** finance charge

    c. **$3000** amount financed

    d. **$25** FC/100

    e. **18.25%** annual percentage rate

State of Florida
Department of Education
Tallahassee, Florida
Betty Castor, Commissioner
Affirmative action/equal opportunity employer

Division of Vocational, Adult, and Community Education

DVACE/06/91/500 12345789/91 BE 151 BK 91

CAREER MERIT ACHIEVEMENT PLAN (CAREER MAP)

RECEPTIONIST AND COMMUNICATION SYSTEMS OPERATION

(0507.070700)

STUDENT'S NAME

State of Florida

An affirmative action/equal opportunity employer

DEPARTMENT OF EDUCATION
Betty Castor, Commissioner

DIVISION OF VOCATIONAL, ADULT, AND COMMUNITY EDUCATION
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THIS MERIT ACHIEVEMENT PLAN RECORDS THE ACHIEVEMENTS OF:

Student's Name _____

Student's ID Number _____

Student's Address _____

_____

Instructor's Name _____ Initials _____

School _____

_____

Date Started _____

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OVERVIEW

This Career MAP includes the competencies required for entry into receptionist and communication systems operations. Business and industry representatives have recommended that students in this field master these competencies in order to become employable. Local education agencies (LEAs) may adapt these competencies to meet their work-force needs.

Purposes of the MAP

The purposes of the MAP are to display the student performance standards (SPSs) required by the LEA and to document the level of achievement on SPSs that the student demonstrates.

How to Use the MAP

Administrator and Instructor. The administrator and instructor can use Career MAPs in curriculum planning, program updating and improvement, and teacher recruitment, selection, and updating. If the LEA changes or adds SPSs, the revised or additional SPSs should be included in the blank boxes that appear within each intended outcome or at the end of this MAP.

Instructor. The instructor can use Career MAPs to keep track of student progress on SPSs. By periodically reviewing the ratings on standards, the instructor can identify a student's strengths and weaknesses and on that basis identify the skills for which the student needs remedial instruction or advanced training. MAPs can also be useful in student counseling and evaluation.

Student. The student may use the MAP to show potential employers the performance standards he or she has mastered. In order to present a complete record, the student should encourage the instructor to rate his or her level of achievement on all the appropriate SPSs and to fill in the verification form in the back of this MAP.

Employer. The MAP shows an employer the SPSs mastered by the student (a prospective employee) and the proficiency level achieved on each one. This information can help the employer make decisions about hiring, job assignments, and job-training needs.

Rating Student Performance

Performance Competencies. Ratings on SPSs should be based upon business/industrial performance standards. The evaluator observes and evaluates student performance as he or she would in the role of the employer or supervisor.

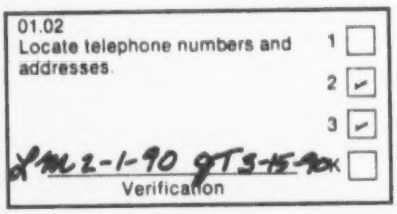
For each skill listed, the learner receives a rating of 1, 2, or 3. Each rating indicates a particular level of achievement:

1 = Learner demonstrates knowledge and understanding of this SPS, but is not yet able to apply that knowledge or understanding.

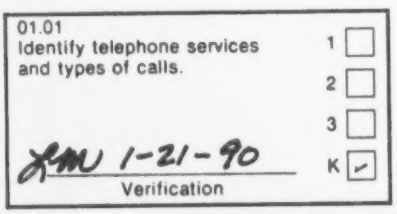
2 = Learner performs this SPS satisfactorily with only periodic supervision.

3 = Learner performs this SPS satisfactorily without supervision.

Whenever a performance standard is demonstrated, the instructor checks the appropriate rating box (1, 2, or 3) and initials and dates the verification line. If the student later demonstrates a higher level of achievement on a performance competency, the instructor checks the higher level and then enters his or her initials and the new date on the verification line, as shown in the following example:



Knowledge Competencies. For each SPS that is a knowledge competency only, with no manipulative skill involved, only one level of achievement is possible. If the student masters the competency, he or she receives a check in the bottom box ("K"), as shown below:



NOTE: An SPS without a checked rating indicates that the learner has not mastered the standard from lack of ability, time, opportunity, or need (the student's area of specialization may not have required it).

01.0 PERFORM TELEPHONE ACTIVITIES.

01.01 Identify telephone services and types of calls. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.02 Locate telephone numbers and addresses. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.03 Identify and demonstrate proper telephone image (voice, enunciation, vocabulary, diction, etc.). 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
01.04 Identify and demonstrate techniques of answering the telephone. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.05 Identify and demonstrate techniques of giving and getting information. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.06 Identify and demonstrate procedures for screening calls. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
01.07 Identify and demonstrate procedures for placing and maintaining calls on hold. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.08 Identify and demonstrate procedures for handling disconnected calls. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.09 Identify and demonstrate procedures for interrupting and terminating calls. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
01.10 Identify and demonstrate procedures for recording and relaying accurate messages. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.11 Identify and demonstrate procedures for transferring calls. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	01.12 Identify and demonstrate procedures for placing calls, including utilizing time zones. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

02.0 PERFORM MATHEMATICAL APPLICATIONS.

02.01 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	02.02 Apply mathematical skills and concepts in solving problems related to the design, format, and tabulation of business documents. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	02.03 Apply addition, subtraction, multiplication, and division skills to the solution of business-related problems using a calculator/computer. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification

02.04
Compute and analyze payroll data to include the calculation of gross pay (hourly and commissions), FICA, and federal income tax to determine net pay.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

02.05
Use estimation and approximation skills to compare, contrast, and analyze a variety of office-related costs.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

02.06
Compute and analyze finance charges and annual percentage rate problems.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.0 PERFORM KEYBOARDING/TYPEWRITING ACTIVITIES.

03.01
Demonstrate keyboarding/typewriting techniques.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.02
Identify operative parts of keyboarding equipment.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.03
Identify formatting principles.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.04
Demonstrate speed and accuracy in typing straight-copy material.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.05
Type business letters and envelopes.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.06
Type interoffice memoranda.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.07
Type tabulated information.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.08
Type different sizes of cards.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.09
Type a memorandum to multiple recipients and address interoffice envelopes.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.10
Type business letters with enumerated items.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.11
Type multicopy preprinted business forms.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.12
Type material from handwritten copy.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.13
Type labels.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.14
Type a two-page letter.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

03.15
Demonstrate proofreading skills using proofreaders' marks.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 2 3 K Verification	1 2 3 K Verification	1 2 3 K Verification

04.0 PERFORM FILING ACTIVITIES.

04.01 Index, code, sort, and file materials alphabetically. 1 2 3 K Verification	04.02 Define the different filing methods: alphabetic, geographic, subject, and numeric. 1 2 3 K Verification	04.03 Cross-reference correspondence. 1 2 3 K Verification
04.04 Identify types of filing supplies, equipment, and procedures. 1 2 3 K Verification	04.05 Identify records management terminology. 1 2 3 K Verification	04.06 Index, code, sort, and store correspondence geographically, alphabetically, chronologically, numerically, and by subject. 1 2 3 K Verification
04.07 Retrieve materials from files. 1 2 3 K Verification	1 2 3 K Verification	1 2 3 K Verification
1 2 3 K Verification	1 2 3 K Verification	1 2 3 K Verification

05.0 PERFORM BUSINESS RECORDS ACTIVITIES.

05.01 Prepare checks and stubs. 1 2 3 K Verification	05.02 Endorse checks using restrictive endorsements. 1 2 3 K Verification	05.03 Prepare a deposit slip and adjust checkbook. 1 2 3 K Verification

05.04 Prepare bank reconciliations. 1 2 3 K _____ Verification	05.05 Prepare purchase requisitions. 1 2 3 K _____ Verification	05.06 Prepare purchase orders. 1 2 3 K _____ Verification
05.07 Prepare invoices. 1 2 3 K _____ Verification	05.08 Prepare sales slips. 1 2 3 K _____ Verification	05.09 Maintain petty cash records. 1 2 3 K _____ Verification
05.10 Prepare payroll records. 1 2 3 K _____ Verification	1 2 3 K _____ Verification	1 2 3 K _____ Verification
1 2 3 K _____ Verification	1 2 3 K _____ Verification	1 2 3 K _____ Verification

06.0 PERFORM MAIL-HANDLING ACTIVITIES.

06.01 Classify mail. 1 2 3 K _____ Verification	06.02 Locate ZIP codes. 1 2 3 K _____ Verification	06.03 Identify special mail services. 1 2 3 K _____ Verification
06.04 Process mail. 1 2 3 K _____ Verification	06.05 Identify alternative courier and electronic mail services. 1 2 3 K _____ Verification	1 2 3 K _____ Verification
1 2 3 K _____ Verification	1 2 3 K _____ Verification	1 2 3 K _____ Verification

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07.0 PERFORM COMMUNICATION ACTIVITIES.

07.01
Locate, interpret, and record information retrieved from written resources.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

07.02
Proofread and edit documents for spelling, punctuation, capitalization, word division, and accuracy of content.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

07.03
Follow oral and written instructions.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

07.04
Compose a brief autobiographical sketch to include career plans.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

07.05
Compose and type business correspondence and related documents.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

07.06
Participate in a group discussion.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

07.07
Proofread and edit documents for spelling, punctuation, capitalization, word division, accuracy of content, and clarity of expression.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

08.0 DEVELOP HUMAN RELATIONS SKILLS.

08.01
Demonstrate appropriate work habits.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

08.02
Identify traits that promote good human relations and increase job performance.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

09.0 DEVELOP APPROPRIATE GROOMING HABITS.

09.01
Identify appropriate attire and grooming for a business office.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

10.0 PERFORM JOB APPLICATION ACTIVITIES.

10.01
Complete employment forms.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

10.02
Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

10.03
Compose and type a letter of application and a resume.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

10.04
Demonstrate job interview skills.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

10.05
Compose and type a letter requesting a reference.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

10.06
Compose and type a letter of follow-up.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

10.07
Identify sources of employment opportunities.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

10.08
Identify methods of securing an employment reference.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

10.09
Compose and type a letter of resignation.
1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

1 ☐ 2 ☐ 3 ☐ K ☐
Verification

11.0 DEMONSTRATE A KNOWLEDGE OF INFORMATION PROCESSING CONCEPTS.

11.01 List major programming languages used in business data processing. 1 2 3 K _____ Verification	11.02 Locate requested information on a computer printout. 1 2 3 K _____ Verification	11.03 Identify applications of computers in business. 1 2 3 K _____ Verification
11.04 Identify terms commonly used in information processing. 1 2 3 K _____ Verification	11.05 Identify the major components of an automated office system. 1 2 3 K _____ Verification	11.06 Manually correct errors on a computer printout. 1 2 3 K _____ Verification
11.07 Verify the totals on a computer printout. 1 2 3 K _____ Verification	11.08 Identify applications of magnetic storage. 1 2 3 K _____ Verification	11.09 Interpret instructions on a work requisition. 1 2 3 K _____ Verification
11.10 Identify the advantages of processing documents on automated equipment. 1 2 3 K _____ Verification	11.11 Identify the major skills necessary for automated office occupations. 1 2 3 K _____ Verification	1 2 3 K _____ Verification
1 2 3 K _____ Verification	1 2 3 K _____ Verification	1 2 3 K _____ Verification

12.0 DEVELOP LEADERSHIP SKILLS.

12.01 Choose appropriate action in a situation requiring application of business ethics. 1 2 3 K _____ Verification	12.02 Identify basic principles of parliamentary procedure. 1 2 3 K _____ Verification	12.03 Greet and introduce individuals. 1 2 3 K _____ Verification

1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

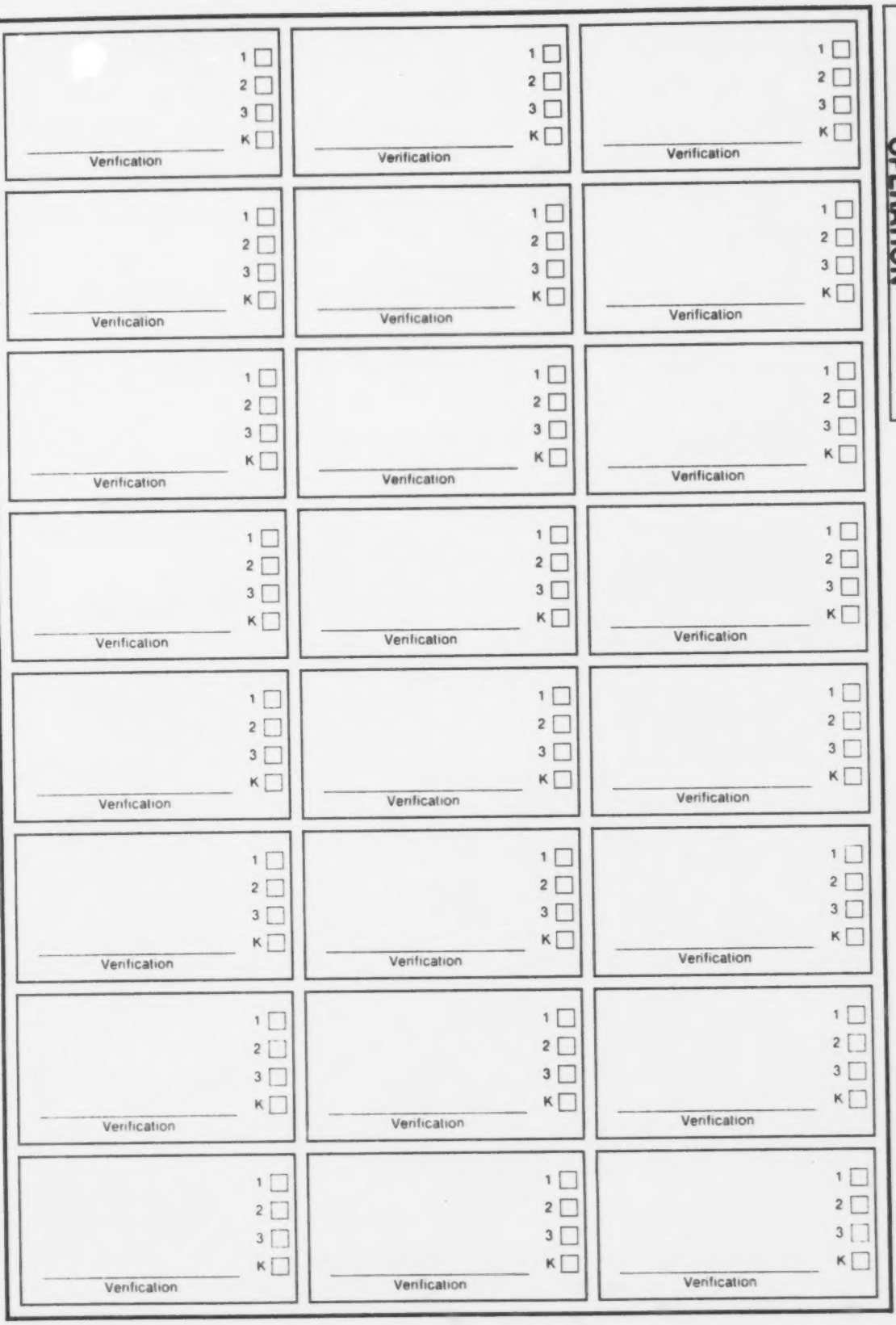
13.0 PERFORM CONSUMER ECONOMICS ACTIVITIES.

13.01 Identify basic concepts of the American economic system. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	13.02 Identify advantages and disadvantages of consumer credit. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	13.03 Identify types and sources of consumer credit. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
13.04 Identify services performed by consumer information sources. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification
1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

14.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES.

14.01 Identify characteristics of reprographic methods. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	14.02 Make decisions on the best reprographic method. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	14.03 Identify terms used in reprographics. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification
14.04 Identify characteristics of paper. 1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification	1 ☐ 2 ☐ 3 ☐ K ☐ Verification

RECEPTIONIST AND COMMUNICATION SYSTEMS OPERATION



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VERIFICATION

Each instructor who rates this student on competencies in this MAP should fill in one of the boxes below.

Initials _____ Signature _____

Title _____

School Name _____

School Address _____

Initials _____ Signature _____

Title _____

School Name _____

School Address _____

Initials _____ Signature _____

Title _____

School Name _____

School Address _____

NOTES

This section of the MAP is provided for the instructor, employer, or student to list additional qualifying statements or other pertinent information. All comments should be initialed for verification.

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